

Communications

Mission:

Provide the first point of contact for the public to report an emergency, to dispatch appropriate resources and personnel, and to support operations through an ever-changing state-of-the-art, comprehensive communications infrastructure.

Goals:

- Answer calls using Enhanced 911 System and dispatch appropriate personnel/equipment to emergency and non-emergency scenes using numerous radio systems and Computer Aided Dispatch System. Monitor intrusion/fire alarms for County buildings, receive and dispatch intrusion and fire alarms received from central stations for commercial businesses/private residences.
- Coordinate mutual aid responses with adjacent localities/military installations and maintain liaison with organizations using the Emergency Communications Center.
- Coordinate with Sheriff's Office Personnel the hardcopy and data entry for all warrants Countywide.
- Answer and process all calls received from emergency cellular call boxes; all after-hour calls for County services and dispatch appropriate on-call workers; respond to Surry and National Warning Systems Instaphones; provide pre-arrival emergency medical instructions.
- Coordinate the acquisition, location, and maintenance of tower sites, emergency radio and cellular communications equipment and resources; ensure compliance with all applicable rules, regulations, ordinances, and professional practices governing emergency communications.

Implementation Strategies for FY2005:

- Continue deployment of quality assurance program to insure the efficiency of the operation and to insure compliance with guidelines and protocols.
- Monitor accuracy of Phase 2 (location technology) in receipt of E-911 wireless calls.
- Continue with implementation of the communications system upgrade process.
- Utilize new training standards established by the Department of Criminal Justice Services and continue to develop additional training opportunities to enhance staff knowledge and understanding of other public safety facets.

Budget Issues:

- In FY2001, funding was provided for additional maintenance service contracts for equipment and continued support for the Wireless E-911 program.
- In FY2002, additional funding was provided for two telecommunicator positions.
- In FY2003, additional funding was provided for a telecommunicator position to be partially funded through the Wireless E-911 program.
- For FY2005, increased funding is for the addition of three Dispatchers. The communications system upgrade will provide a greater variety of radio communications functions that require additional staff to monitor appropriately and the telephone call volume and calls for service continue to increase.
- Also for FY2005, increases include funding for VCIN State Police connections and EMD Certifications.

General Fund Expenditures	FY2001 Actual Expenditures	FY2002 Actual Expenditures	FY2003 Actual Expenditures	FY2004 Original Budget	FY2004 Expected Appropriations	FY2005 Adopted Budget
30356 Communications						
Personnel Services	541,951	608,506	676,926	707,196	707,196	913,500
Contractual Services	25,738	22,896	27,446	37,100	37,100	37,100
Internal Services	54,144	56,038	15,019	13,850	13,850	17,470
Other Charges	62,043	69,153	70,666	72,770	72,770	96,220
Materials & Supplies	5,432	16,419	7,653	9,750	9,750	9,859
Leases & Rentals	69,924	69,634	69,634	69,700	69,700	69,700
Capital Outlay	<u>689</u>	<u>3,387</u>	<u>5,447</u>	<u>3,500</u>	<u>3,500</u>	<u>3,500</u>
Activity Total	<u>759,921</u>	<u>846,033</u>	<u>872,791</u>	<u>913,866</u>	<u>913,866</u>	<u>1,147,349</u>
Percentage Change	8.36%	11.33%	3.16%	4.71%	N/A	25.55%

FTE's

Management	1.00	1.00	1.00	1.00	1.00	1.00
Professional/Technical	11.50	13.50	14.00	14.00	14.00	17.00
Admin/Clerical	-	-	-	-	-	-
Specialized Safety	-	-	-	-	-	-
Total	<u>12.50</u>	<u>14.50</u>	<u>15.00</u>	<u>15.00</u>	<u>15.00</u>	<u>18.00</u>

